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LET No. WS-01303A-02-0870

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ORIGINAL

2003 MAR 25 P 2:43

AZ CORP COMMISSION  
Maximilian & Kimberly Plotzeneder  
3530 W. Steinbeck Ct.  
Anthem, AZ 85086-2545  
623-551-9557

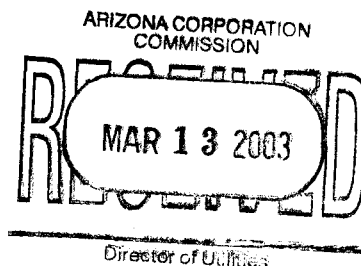
WS-01303A-02-0867  
WS-01303A-02-0868  
WS-01303A-02-0869  
WS-01303A-02-0870  
W-01303A-02-0908

RECEIVE

28 February 2003

MAR 10 2003  
ARIZONA CORP. COM. TUCSON, AZ

Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007  
(602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

I am a resident of Anthem, Arizona, and as such, a subscriber to the services of Arizona-American Water Company. It has recently come to my attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

I am contacting you today to express my concern over this rate increase. Based on the information I have received, I am concerned that the profit margin requested is not reasonable. In addition, I would like to request close scrutiny of the operating costs to winnow out frivolous and inappropriate items.

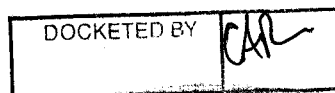
Thank you in advance for protecting my interests and handling this matter to the best of your ability.

Sincerely,

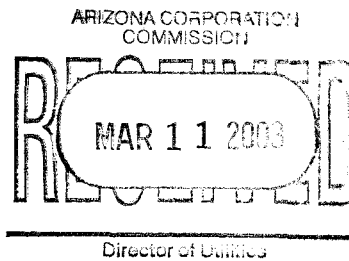
Maximilian &amp; Kimberly Plotzeneder

Arizona Corporation Commission  
DOCKETED

MAR 25 2003



Karen Bell  
2334 W. Firethorn Way  
Anthem, AZ 85086  
623-551-3375  
March 10, 2003



Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007  
(602) 542-4251

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Thank you in advance for protecting my interests and handling this matter to the best of your ability.

Sincerely,



Hans and Jacqueline Roersma  
40724 North Union Trail  
Anthem, Arizona 85086  
623-580-1580



17 February 2003

Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007  
(602) 542-4251

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Sincerely,

  
Hans and Jacqueline Roersma

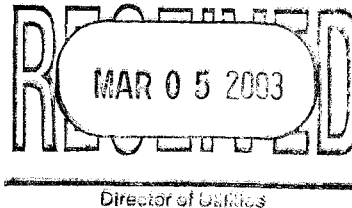
RECEIVED

Roger G. Willis  
41701 N. Panther Creek Trail  
Anthem, AZ 85086  
623-551-9445

February 28, 2003

ARIZONA CORP. COMMISSION  
TUCSON, AZ

ARIZONA CORPORATION  
COMMISSION



Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007  
(602) 542-4251

RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

I am a resident of Anthem, Arizona, and as such, a subscriber to the services of Arizona-American Water Company. It has recently come to my attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company (AZAWC).

I am contacting you today to express my concern over this rate increase. Based on the information I have received, I am concerned that the rate increase requested is not reasonable. My specific concerns are as follows:

1. A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear to me what those costs include, and I am concerned that some of the costs do not directly relate to the water and sewer infrastructure of Anthem.
2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, I have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. I would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting my interests and handling this matter to the best of your ability.

Sincerely,

Roger G. Willis

## Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

This form may be completed electronically, printed and mailed to:

Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.  
Phoenix, Arizona 85007; or

You may save the completed form and e-mail it as an attachment to:  
mailmaster@cc.state.az.us

*you cannot do this  
adobe won't allow it*

### Step 1

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

### Step 2

YOUR NAME ALan H. Miller	DATE 2/17/03
ADDRESS 42624 N. Rolling Green Way Anthem, AZ 85086-1152	PHONE (HOME) (623) 551-0502
NAME THAT APPEARS ON THE BILL Alan H. Miller	ALTERNATE PHONE (DAYTIME) (623) 229-2892
NAME OF THE UTILITY COMPANY Arizona American Water	ACCOUNT NUMBER 23-0074467-5
E-MAIL ADDRESS ahmiller1@cox.net	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

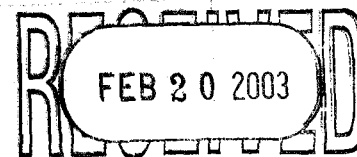
### Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:  Reference; AZAM application for rate increase. AZAM claims (as best we ratepayers can understand) that they have to repay some portion of the infrastructure costs (pipelines, water and wastewater facilities, etc) to Del Webb and that is why the FEE (not really a rate since it is "before water") increase. What that means is our FEES will go up from \$48.00/mo to \$70.00 with no water use.  This seems to us to be exhorbitant and a disclosure that was never made in the public report for Anthem. Can you help us determine the reality of this request? Is this the second coming of an ENRON-like affair?
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### Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

ARIZONA CORPORATION  
COMMISSION



Director of Utilities